




SUNDERLAND
GP ALLIANCE

PPG MEETING
SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP
7TH MARCH 2019

PRESENT: Mrs. Judith Taylor – Head of APMS Support Services
Mr. Kevin Doran – Practice Manager (Galleries / Barmston)
IA – PPG Chair
PP – PPG Member
DR – PPG Member
AF – PPG Member
VL- PPG Member
AMc – PPG Member
Ashley Gordon Pucci – MDT Supervisor
Susie Currien – MDT Coordinator

APOLOGIES FOR ABSENCE

TC – PPG Member
AO
CS
BB

	WELCOME AND INTRODUCTIONS	ACTION
Minutes of previous meeting	Copy of minutes of previous meeting for information – January 2019 Meeting was stood down due to attendees.  PPG Minutes 08112018.docx	ALL
7 th March 2019		
CIT / Care Home Alignment	Ashley Gordon-Pucci and Susie Currien attended from Sunderland GP Alliance and gave an overview of Community Integrated Teams / Care Home Alignment, Resources were handed out to group members and Ashley / Susie answered questions from the group after giving an overview.	AP/ SC

CQC Report	Judith went through the CQC Inspection report from November 2018 and everyone commented around the improvement that had been made in each Practice, Judith advised the inspection report was now in the public domain and available on the website if anyone was interested in reading the full document.	ALL
Dementia Friends Group	A discussion was had around the Dementia Friends Group that is held every 6 weeks at Galleries Health Centre; VL gave an overview of the last group she had attended. VL enjoyed the group and said she felt extremely humbled. JT advised that the next session was scheduled for Thursday 4 th April and this would focus on Decorating Easter Eggs and Bonnets all group members were welcome to attend.	ALL
IVR Telephone Bookings	JT gave an overview of the new option available to Patients and the positive effect that this had had since being introduced in December 2018, a discussion ensued around appointments between the group and JT advised from April 2019 as part of the new GP Contract we have to offer 25% of our appointments as Online, JT explained that we had started to offer Blood Test appointments with Healthcare Assistants as well as the normal online appointments with GP's that were available, A conversation was had around Patient choice and what they preferred. 746 IVR appointments offered since December 2018 and 722 (97%) had been booked via this method.	ALL
Carers Recognition Award	Judith advised that Sunderland GP Alliance had received a Carers Award from the Carers Centre in relation to the work we had been carrying out identifying carers and holding our Dementia Friends Group to help reduce social isolation. This was a Special Recognition Award.	ALL
Friend and Family Data / DNA's	Handouts were issued to the group with February's Friends and Family Data. 200 completed surveys which JT acknowledged is a negligible amount based on Practice List Size. Group Members discussed this along with DNA's and it was asked if DNA's could be displayed on TV screens within each Practice KD to explore the options to see if we could display. Discussion took place regarding keeping a waiting list for short notice appointments. JT explained	KD to Action

	that practicalities as to why this could not happen which is due to either people not attending their appointment or cancelling just minutes before their appointment which does not allow re-appointing.	
Complaints / Significant Events	JT explained that the Practices had received no complaints since October 2018 which was really positive for the Practices; JT went through and gave an overview of Significant Events external to the organisation.	
Recruitment	CONFIDENTIAL ITEM JT gave an update as to the current position regarding GP recruitment.	
PPG Participation	The group discussed becoming more involved and JT advised that we would look at areas each individual could become involved in, work had already been undertaken around the Online Tablets in each reception area, we had also taken on board comments from the PPG around the length of the Survey and each tablet had been rectified to reduce questions being asked. Members were asked to think about how we could work together to increase our “Young Carers” Register.	PPG Members
AOB	Patient Newsletter – It was asked if Newsletters could be posted out to members that we don’t hold email addresses for or individuals that don’t have access to email. IA discussed the email he had sent to the Pharmacy Company that is situated in the grounds of Barmston Medical Practice, Mr Ashman to send a copy to KD / JT so that we could contact the organisation to ask for an update with regards to the Guttering / Brick Pillar that had been hit by a car. AMc asked what time the last emptying of the prescription box took place on a Friday afternoon. JT provided clarity.	KD KD
	DETAILS OF NEXT MEETING Date: 23 rd May 2019 TIME: 4.30pm until 6pm Venue: Barmston Medical Centre	